Learnsoft
ENTERPRISE TRAINING

Technical Writing

Length: 2 Days

Summary: This course prepares students to design effective technical documents for both written and digital media, with particular emphasis upon technical memos, problem-solving and decision-making reports, and organizational, product-support, and technical-information webs. To support these writing tasks, the course provides an introduction to principles of audience analysis, research and documentation, drafting and revision processes, readability and accessibility of written texts, and basic web technologies.

Upon completion of this course, attendees will have learned how to:
- Design effective technical documents
- Understand and use structures of argument appropriate to technical documents, including problem-solving and decision-making structures
- Understand and use information appropriate to technical documents
- Write standard English prose

Who should attend this course: Any professional who wants to improve their technical communication skills and be able to quickly write polished documents that are both clear and concise.

COURSE CONTENT

Day One

1. **Technical Writing Overview**
   - Forms of Technical Writing
   - Sources for Technical Writing
   - Technical Writing Examples

2. **Prepare a Message**
   - Prepare a detailed message for technical and non-technical readers
   - Understand the difference between policy and procedure
   - Reason and write logically

3. **Audience Analysis**
   - Target Audience Analysis
   - Language Analysis

4. **Researching**
   - SME Interviews
   - Research Validation

5. **Technical Formatting**
   - Formal Templates
   - Encoding with Font Styles

6. **Writing Styles**
   - Active and Passive Voice
   - Writing in Third Person

LAB EXERCISE: Creating Technical Documentation
   - Create procedural documentation for a technical task using Microsoft Word
   - Create a Task / Conditions / Standards training document using Microsoft Word

Day Two

1. **Visual Aids and Charts**
   • Punctuating Technical Documents with Visual Aids
   • Producing Charts with Excel

2. **Reports to Presentations**
   • Translating documents to presentations
   • Creating Graphics with PowerPoint
   • Creating Technical Presentations with PowerPoint

3. **Final Touches**
   • Preparing Documents for Approval
   • Preparing Documents for Publication
   • Best Practices

LAB EXERCISE: Creating a Technical Package
   • Create a technical package for the technical document produced in yesterday's session
   • Create graphics with Excel and a presentation brief with PowerPoint